

CLASS SPECIFICATION
County of Fairfax, Virginia

CLASS CODE: 3209

CLASS TITLE: FAMILY SERVICES **GRADE:** S-33
DIVISION DIRECTOR

DEFINITION:

Under the direction of the Director of Family Services, manages, oversees and integrates services for a division with multiple service programs; provides supervision to service program managers, participates as a member of the senior management team; and performs related work as required.

DISTINGUISHING CHARACTERISTICS OF THE CLASS:

Incumbents of this class manage one of the major program divisions (e.g., Children, Youth and Families, Self-Sufficiency, Adult and Aging) within the agency. This class differs from the Deputy Director of Family Services in that the Family Services Division Director classification is responsible for the management and supervision of a division and assigned staff, while the Deputy Director classification is concerned with the coordination and oversight of cross-agency functions and initiatives within the agency and the human services system. The Family Services Division Director differs from the Program Manager classification in that the Family Services Division Director is responsible for the management and supervision of a division with multiple service programs and assigned staff, while the Program Manager is responsible for one of the service program areas and its assigned staff within the division.

ILLUSTRATIVE DUTIES:

Plans, coordinates, directs, and monitors a comprehensive array of programs and services to meet the needs of County's citizens and/or to fulfill mandated functions at the State and Federal level;

Supervises and provides guidance to the individual service program managers in their work;

Participates as a member of the senior management team to assist in planning and coordinating agency service programs in the context of the overall human services system in order to ensure a comprehensive array of services is available to County citizens that support and promote the well being of families and individuals;

Consults with the DFS Director, Deputy Director, and other Division Directors when decisions impact other service programs or are of strategic importance to the agency; Evaluates outcomes of individual service programs to monitor their effectiveness; seeks ideas and/or suggestions for improvement, and develops new or revises existing services, policies, and procedures, as appropriate;

Identifies inefficiencies, non-value-added activities and quality barriers and works to redefine processes in order to enhance staff, organizational, and program effectiveness;

Assures that services meet the community's needs, are in compliance with applicable Federal, State and County laws, regulations, policies, and procedures, and are delivered in accordance with the agency's expectations for quality customer service;

Establishes goals, objectives, and priorities for the division and its service programs, monitors progress towards their achievement, and makes necessary adjustments to meet requirements, while ensuring collaboration among the service programs;
Consults with service program managers on difficult professional and/or administrative problems;
Serves as division's primary point of contact in contacts with State, County, community, and other human service organizations, as appropriate;
Ensures ongoing open communication occurs at all staff levels to keep employees informed about issues that affect the agency, their assigned service program, location, or employment status;
Develops and manages division's expenditures, budgets, and contractual services.

REQUIRED KNOWLEDGES, SKILLS, AND ABILITIES:

Knowledge of the principles and practices of human service programs and the services they provide, especially as they related to division's service programs;
Knowledge of current social service programs and the methods and/or approaches used to address them;
Knowledge of the principles and practices of public administration (including procurement, budget, and management analysis) and the ability to apply them in a variety of human service programs;
Knowledge of Federal, State, and County laws and regulations affecting human services programs and the ability to interpret and apply them correctly;
Skill in solving problems and resolving conflict;
Ability to plan strategically, to develop outcome measures, and to share responsibility for achieving goals;
Ability to provide leadership, organizational vision, and to manage change;
Ability to effectively manage, train, and motivate employees;
Ability to develop and implement creative approaches in order to address problems and opportunities;
Ability to analyze data and draw sound conclusions;
Ability to communicate clearly and concisely, both orally and in writing;
Ability to develop and maintain effective working relationships with subordinates, coworkers, County officials, public and private sector organizations, community groups, and the public.

EMPLOYMENT STANDARDS:

Any combination of education, experience, and training equivalent to the following:
Graduation from an accredited four-year college or university with a bachelor's degree in public administration, social work, human services, or a related field; PLUS
Six years of professional experience in a human service field, including two years supervising professional staff. A master's degree in an appropriate field may be substituted for one year of the required experience.

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CERTIFICATES AND LICENSES REQUIRED:
None

Established: February 12, 2000